

CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION

**Venue: Town Hall, Moorgate
Street, Rotherham.**

Date: Monday, 6 November 2006

Time: 10.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Apologies for Absence
4. Minutes of the previous meeting held on 9th October, 2006 (Pages 1 - 6)
To consider the minutes of the last meeting and update any matters arising
5. Corporate Services - Quarter 2 Performance (Pages 7 - 28)
To consider the attached report of the Executive Director, Corporate Services
6. RBT Performance Update (Pages 29 - 48)
To consider the attached report of the Chief Executive, RBT
7. Minutes of a meeting of the Procurement Panel (copy attached) (Pages 49 - 54)
To consider the minutes of the meeting of the Procurement Panel held on 16th October, 2006
8. Liaison with RBT
To consider any questions received from Elected Members

For Information:-

Date, Time and Venue for the next meeting:-

**Date of Next Meeting:-
Monday, 11 December 2006**

**CABINET MEMBER FOR CUSTOMER SERVICES AND INNOVATION
Monday, 9th October, 2006**

Present:- Councillor Wyatt (in the Chair); Councillors Burke and Jackson.

Apologies for absence were received from Councillor Hodgkiss and Mr. B. James, RBT.

**36. MINUTES OF THE PREVIOUS MEETING HELD ON 11TH
SEPTEMBER, 2006**

Consideration was given to the minutes of the previous meeting held on 11th September, 2006.

The following issues were reported on:-

Minute No. 26(2) Blue Badges:- Wentworth South Area Assembly had a Co-ordinating Group and a briefing note in respect of blue badges would be presented to its next meeting.

Minute No. 27(2) Working Days lost due to sickness absence:- Statistics were presented for the quarters ended 30th June, and 30th September for Corporate Services together with a comparison with Rotherham Brought Together.

Information was also presented from the 2001 census in respect of:-

- the number of disabled people (by gender) for Rotherham and nationally.
- Details of disabled people of working age for the 4 South Yorkshire local authorities, together with the national statistic.

Minute No. 29(2) Corporate Services Revenue Budget Monitoring:- the budget report, which would identify pressures, was being prepared for the next meeting of the Democratic Renewal Scrutiny Panel as part of the formal budget process, and the Cabinet Member would be invited to attend.

Minute No. 34 RBT – Doncaster MBC Network Consultancy/Visit to Sandwell:- it was reported that the terms and conditions of the agreement with Doncaster were about to be agreed. Sandwell were still considering the “best and final” version.

Resolved:- That the minutes of the meeting held on 11th September, 2006, be approved as a correct record, and updates be noted.

37. FREEDOM OF INFORMATION REQUESTS - PROGRESS

Consideration was given to a report, presented by the Data Protection and Information Security Officer, which detailed the requests received by the Council since January 2006 for the provision of various information in accordance with the Freedom of Information Act 2000.

The following details were noted about the requests received:-

156 requests had been responded to, with a further 10 currently outstanding

24% from pressure groups (eg: Council Watch or Tarran Residents' Action Group)

40% were from individuals

18% were made by commercial organisations

12% were from the media

8% from other interest groups or welfare organisations

5% from solicitors

2% from MP's on behalf of customers

94% of the total number of requests were dealt with within the 20 working day time limit; 9 were not mainly due to staffing issues.

86% of cases had the requested information provided

9% of requests were refused because the Council did not hold the requested information

3.2% were refused because the information was exempt from disclosure

1.2% were refused because they exceeded the cost limit

0.6% was refused because it was considered vexatious.

It was pointed out the volume of requests had been constant.

In addition it was reported that 3 applicants had taken a complaint to the Information Commissioner's Office. Brief details were set out in the report submitted.

Concern was expressed about solicitors and commercial organisations using this route to their advantage and the implications in terms of public money.

Resolved:- (1) That the contents of the report be noted.

(2) That the Data Protection and Information Scrutiny Officer discuss the issue of the FOI system being exploited for commercial gain with a view to sending a letter to the Chancellor and the Local Government Association expressing the Council's concern about the inappropriate use of public money.

38. SCHOOLS PRIVATE FINANCE INITIATIVE PROJECT UPDATE

Consideration was given to a report, presented by the Acting Head of Strategic Partnerships, concerning the Schools Private Finance Initiative

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09/10/06**

project, a partnership between the Council and Transform Schools (Rotherham) Ltd. The contract included the rebuilding/refurbishment of fifteen schools and their facilities management for a period of thirty years from 1st April, 2004.

It was reported that the project was a finalist in the Contract Journal Awards 2006 for "PPI/PFI Award". This Award, and the "Best Operational Education Project" which had been received at the PFI Awards in May 2006, would be acknowledged at the November 2006 Council meeting.

By the end of December 2006, the project will provide:-

- New schools for Coleridge, Ferham, Kimberworth, Maltby Craggs Infant, Maltby Craggs Junior, Meadowhall and Thornhill Primary Schools and Winterhill, Wingfield and Wath Secondary Schools; It was also noted that an additional classroom had been added at Thornhill
- Part new build and refurbished schools at East Dene and Wath Central Primary Schools and Clifton, Thrybergh and Wickersley Secondary Schools;

It was noted that the project was now three years into the contract and works were now within the last tranche of construction.

- Additionally, it was important to note extended school use would be provided as follows:-
 - new Key Young Person's Centres will be provided at Thornhill Primary School and Wath Secondary School and significantly refurbished centres at Wingfield, Clifton, Thrybergh and Winterhill Secondary Schools.
 - SureStart facilities at Ferham, Thornhill and Wingfield.
 - Space for Sports and Arts facilities at Ferham.
 - Children's Centres at Coleridge and Kimberworth.
 - Clifton Project facilities at the Cranworth Road site (The Place).

Currently nine schools had been delivered to full services and five more were due for September, 2006.

It was pointed out that the partnership approach had enabled delivery within the timescales including substantial variations. It was also noted that some demolition of old buildings had yet to be done and this would continue into 2007.

Reference was also made to the following:-

- 15 schools had now moved to Full Service Availability with Haden Building Management Ltd.
- Building Learning Communities Ltd.
- I Love My School Campaign aimed a reducing vandalism, graffiti, gum and litter.

Resolved:- (1) That the progress of the Schools PFI Project be noted.

(2) That a report be submitted to a future meeting setting out what facilities were now being provided in comparison to before the project, together with evidence of the effectiveness of the I Love My School Campaign.

39. RBT PERFORMANCE UPDATE

The Service Director, RBT, introduced Chris Holmes and gave a brief summary of his background and the aims and objectives of his post.

It was noted that Our Future Groups 5 and 6 would be looking at ICT and reviewing the RBT Contract.

Consideration was given to a report detailing the progress and performance of RBT for the month of August, 2006, highlighting:-

- Streetpride 2 had gone live within the Customer Service Centre
- Human Resources & Payroll were on track with Job Evaluation work
- ICT achieved 100% performance on Service Level Agreements
- Procurement savings £139K ahead of plan
- £1/4 million additional benefits take-up achieved by Revenues and Benefits this year
- Successful Revenues & Benefits promotion resulting in increased take-up of Direct Debit by Council Tax payers

It was reported that it was proposed to establish a more rigorous governance regime in respect of business development in conjunction with the Client Officer.

A Service by Service Overview was also given in respect of the following:-

- Customer Services/Public Access:-
 - Staffing and recruitment issues within Rotherham Connect
 - Success of the support service provided by Welfare Rights
- HR and Payroll:-
 - concentration on accuracy of pay
 - increased volume of calls re: schools pay changes and new starters
- ICT:-

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- Renewal of Schools Connect and Rotherham Grid for Learning
- Desktop refresh
- Review of SLA targets

- Procurement:-
 - E-invoicing
 - progress on BVP 18 –undisputed invoices paid within 30 days
 - savings – particularly in respect of construction
 - issue of addressable spend

- Revenues and Benefits:-
 - proposal that the Neighbourhoods Benefits office staff be nominated for the HEART award
 - increase in the number of Council Tax Direct Debit payers
 - BV09 - % of Council Tax collected
 - BV78(b) time taken to process changes in circumstances
 - Draft report received from the Audit Commission indicating retention of 4* score

- Progress against Corporate Initiatives
 - Equalities:- LSC funding had been received for external training to achieve Level 4 of the Equality Standard
 - Investors in People – report was awaited
 - Progress against Corporate Initiatives
 - Consultation/Complaints:- to note the appointment of the Principal Corporate Complaints Officer
 - Audit Updates
 - Schools

Details were also provided of the Service Level Agreement underperformance during the months of June, July and August, 2006 with reference to:-

Procurement:-

SLA 06 –no. of hours spent providing support to local suppliers to develop their ability to complete the pre tender questionnaire.

SLA 08 - % of orders placed against electronic catalogue framework agreements

HR and Payroll:-

SLA 10 - % of contracts of employment issued within 15 working days

SLA 17 - % of enquiries resolved by front line HR advisors over the telephone

Resolved:- That the contents of the report be noted.

40. MINUTES OF A MEETING OF THE PROCUREMENT PANEL

Consideration was given to the minutes of the meeting of the Procurement Panel held on 11th September, 2006.

The Cabinet Member reported that the Corporate Assessment had flagged up the good joint working between Elected Members and offices, and in respect of work done on commissioning external services.

Resolved:- That the contents of the minutes be noted.

41. LIAISON WITH RBT

No issues had been notified.

42. E-LEARNING

It was reported that "Learning Pool" would go "on the Road" throughout Yorkshire and Humberside and was scheduled for Leeds on 21st November, 2006.

Resolved:- That the Client Manager investigate the website.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Customer Services & Innovation Cabinet Member Deputy Leader & Cabinet Member for Finance Democratic Renewal Scrutiny Panel
2.	Date:	Deputy Leader & Cabinet Member for Finance (06.11.06) Cabinet Member for Customer Services & Innovation (06.11.06) Democratic & Renewal Scrutiny Panel (30.11.06)
3.	Title:	Quarter 2 Performance Report
4.	Programme Area:	Corporate Services

5. Summary

This is the quarter two report on the performance of corporate Best Value Performance Indicators and Local Performance Indicators monitored and reported on by the Corporate Services Programme Area.

6. Recommendations

Members are asked to note the performance of these key corporate Best Value Performance Indicators and Local Performance Indicators.

7. Proposal and Details

The reporting of performance information by the Corporate Services Programme Area will be presented to the Cabinet Member for Customer Services and Innovation, the Deputy Leader and Cabinet Member for Finance and the Democratic Renewal Scrutiny Panel on a quarterly basis, with quarter 4 providing a year end report.

This report sets out quarter two performance in respect of national targets, together with Service Area local performance indicators.

Best Value Performance Indicators

Overall there are 8 measurements against 6 national Best Value Performance Indicators which Corporate Services is charged with reporting on; BVPI 11 has 3 targets to meet. Where appropriate actual numbers of staff are given in brackets following percentage figures.

Attached at Appendix A is a summary of performance against BVPIs.

Of the 8 measurements, 5 are categorised as green stars, 2 as blue circles and 1 as a red triangle (categorisation in accordance with performance plus). It should be noted that categorisation is based on comparisons between quarter 2 actual figures and an end of year target.

Status Green Star

BVPI 11c % of top 5% of earners with a disability

This is a new measure baselined during 2005-06 with a locally set target of 3% (8). Performance during the second quarter stands at 3.18% (7).

BVPI 12 Days/shifts lost to sickness

The green status shown against this indicator reflects the projected year end position of this indicator as 8.6 days based on sickness levels during the first and second quarters, against a locally set target of 10.25 days. Actual sickness for quarter 2 stands at 2.15 days.

Performance has significantly increased against this indicator due to a number of factors including sickness performance clinics and improved reporting mechanisms. This increase in performance also contributes significantly to our efficiency agenda.

BVPI 15 III Health Retirements

Performance against this measure currently stands at 0.08% (10 people) against a locally set target of 0.2% (24 people).

BVPI 16a % of Employees with a disability

Performance against this measure currently stands at 2.89% (328) against a locally set target of 2.8% (376) with a Top Quartile Mets position of 2.65% and a Top Quartile All England figure of 3.74%.

The discrepancy between the target and actual percentages and number of staff is due to changes in the establishment and the method of calculating targets and actual performance, i.e. when the target is set the appropriate guidance indicates to include the total number of staff, but when calculating actual performance staff who have not declared whether they have a disability or not are discounted from the total (in our case this is approximately 2,000 members of staff).

BVPI 17a % of BME Employees

The green status shown against this indicator reflects performance of 3.2% (421 people) during the second quarter against the locally set target of 2.8% (376 people which is Rotherham's economically active BME population).

Status Blue Circle

BVPI 11a % of top 5% of earners that are women

Performance against this measure currently stands at 40.62% (99) against a locally set target of 44.5% (111) with a Top Quartile Mets position of 44.42% and a Top Quartile All England target of 40.28%.

Performance against this indicator has dropped since the first quarter – 41.65% or 104 women. During the second quarter 5 women from the top 5% of earners left the Authority, 1 from Chief Executives and 4 from Children and Young Peoples Service. It is understood that a further 2 members of staff from this category will leave the Authority in quarter three, again 1 from Children and Young Peoples Service and 1 from Chief Executives. At the moment it is not possible to identify whether recruitment activity will redress this balance, however workforce development plans are now in place for all services and Managers understand staff profile requirements.

BVPI 11b % of top 5% of earners from minority ethnic communities

Performance against this measure currently stands at 3.8% (9 people). Performance against this indicator has dropped since quarter 1 (4.19% or 10 people), having been affected by one of the five leavers from the top 5%. This is a locally set target of 4.75% (12 people) with a Top Quartile Mets position of 4.39% and a Top Quartile All England target of 3.39%.

Status Red Triangle

BV 14 Early Retirements (excluding ill health)

Performance against this measure currently stands at 0.39% (46 people) against a locally set target of 0.34% (40 people). Performance against this indicator was

significantly impacted upon during quarter two as 41 teachers gave notice of early retirement with effect from 31.08.06. The Authority is unable to influence the number of teachers retiring early.

Trends

Attached at Appendix B are graphical representations showing trends of all Corporate BVPIs for the last 3 years, the current year's target, performance to date and future targets.

Local Performance Indicators

Local performance indicators have been identified for all Services within the Programme Area and are shown at Appendix C.

Strategic Partnerships

Of the 5 LPIs within this service area, 4 are shown as status green and 1 as red.

The status red indicator is:

Indicator	Target	Current Performance	Actions
Payment of PFI Invoices within 30 days	100%	Q1 – 83% Q2 – 87%	The drop in performance during Q1 was due to the revision of procedures and has now been addressed. The failure in quarter 2 was due to problems receiving the invoice via Royal Mail.

Strategic Human Resources

Of the 8 LPIs within this service area, 4 are shown as status green, 3 as amber and 1 as red. It should be noted that all LPIs for Strategic Human Resources relate to Council wide targets.

The status red indicator is:

Indicator	Target	Current Performance	Actions
Number of employees aged 16-24	6.5%	Q1 – 4.9% (660 actual) Q2 – 5.3% (716 actual)	<ul style="list-style-type: none"> • Continue to Develop our involvement with the Investors in Education initiative (as a major employer); • Filming for the Council's section of U-xplore (an interactive web based jobs and careers tool) completed and reviewed; • Business Admin work placement sub-group established and 'Young Apprentice' placements being sought; • Variety of projects undertaken with local schools.

Legal & Democratic Services

Information on indicators is now available for both quarters 1 and 2. Of the 22 indicators, 11 show as status green, 2 are annual measures and, therefore, not yet recorded, 2 show a nil return, 1 is currently being baselined and 6 are shown as status red.

The status red indicators are:

Indicator	Target	Current Performance	Actions
Registered charge for Discretionary Housing Renovation	100%	Q1 – 50% Q2 – 100%	Raising awareness of the specific requirements of the LPI has resulted in greater focus and improved performance
Section 278 Highways Agreement	100%	Q1 - 50% Q2 – nil return	As above however no new jobs raised during 2 nd quarter.
Advise on Title	100%	Q1 – 60% Q2 – 87.5%	Allocation of work to part time worker has resulted in delays. This will be resolved for the remainder of the year whereby performance will improve.
No of Planning Regulatory Enforcement Notices Issued	100%	Q1 – 100% Q2 – 85%	Non achievement of the LPI relates to a, one-off delay in receipt of plans from HMLR.
Productive Hours	100%	Q1 - 80% Q2 – 80%	Guidance and support on time recording is to be issued as well as weekly time reports for fee earners. It is anticipated that this LPI will achieve 100% by the end of the year.
% files audited	100%	Q1 – 90% Q2 – 95%	Preparation for Lexcel inspection will ensure that performance will achieve 100%.

8. Finance

Decreased sickness levels provide a financial saving for the Council which has been reported as a Gershon efficiency saving. The reduction in the number of staff retiring on the grounds of ill health, due to the stringent processes now in place, also provide a financial saving.

9. Risks and Uncertainties

Without performance monitoring and action on lower performance areas, the Council could be at risk of having failing services resulting in poor inspection/audit reports and public reporting of its shortcomings.

10. Policy and Performance Agenda Implications

Performance management enables the Corporate Services Programme Area to build on its areas of good practice and address any shortcomings identified, in order that the customers get the best service possible. In addition, it enables the Council to identify weaker areas for action and improvement.




11. Background Papers and Consultation



Not applicable.



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Appendix A

Corporate Health Best Value Performance Quarter 2 2006-07

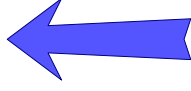
Ref. No	P.I Definition	Links	04/05 Top Quartile all England	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target - 1.04.06 - 31.03.07	Projected year end performance based on performance to date	Rag status	Direction of Travel from the last quarter.	Comments
					Actual performance	Total to date 1.4 - 30.6	Actual performance	Total to date 1.4 - 30.9	Actual performance	Total to date 1.4 - 31.12	Actual performance	Total to date 1.4.06 - 31.3.07					
Corporate Priority – A Place For Everyone																	
BV 11	a) The % of top 5% of earners that are women	CPA LPSA (CE)	40.28%	42.12% (102)	41.65% (104)	na	40.62% (99)	na				Will be based on the month of March 06.	44.5% (111)	Will be based on the month of March 07	Blue		This indicator is measured overall at year end as a snapshot of our position. Drop in performance due to 5 women leaving the Authority in Q2
	b) The % of top 5% of earners from minority ethnic communities	CPA LPSA (CE)	3.39% Met top q 4.39%	4.51% (11)	4.19% (10)	na	3.8% (9)	na				Will be based on the month of March 06.	4.75% (12)	Will be based on the month of March 07	Blue		This indicator is measured overall at year end as a snapshot of our position. Drop in performance as indicator affected by 1 of the 5 leavers mentioned above.
	c) Top 5% of Earners: with a disability	CPA LPSA (CE)	New indicator from 1/04/05	2.7% (6)	2.72% (6)	na	3.18% (7)	na				Will be based on the month of March 06.	3% (8)	Will be based on the month of March 07	Green		This indicator is measured overall at year end as a snapshot of our position.

Ref. No	P.I Definition	Links	04/05 Top Quartile all England	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target – 1.04.06 – 31.03.07	Projected year end performance based on performance to date	Rag status	Direction of Travel from the last quarter.	Comments
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BV 16	a) The % of local authority employees declaring that they meet the Disability Discrimination Act 1995 definition compared with the % of:	CPA LPSA (CE)	3.74% Met top quartile – 2.57	2.65% (283)	2.57% (298)	na	2.89% (328)	na	18.9%	18.9%	18.9%	2.8% (376)		Green		This indicator is set against the economically active disabled population of Rotherham. Discrepancy between target & actual performance due to calculation methodology and changes in the establishment.	
	b) economically active people in the authority area		Met top quartile – 19.93	18.9%	18.9%	na	18.9%	18.9%	18.9%	18.9%	18.9%	18.9%		N/A	N/A	Figure derived from the 2001 census. This indicator definition is out to consultation because it does not accurately reflect those covered by DDA.	
BV 17	a) The % of local authority employees from minority ethnic communities compared with the % of:	CPA	4.6% Met Top Q 6.8%	3.2% (425)	3.2% (425)	na	3.2% (421)	na	18.9%	18.9%	18.9%	2.8% (376)	Will be based on Month of March 06	Green		This indicator is set against the economically active BME population of Rotherham as shown below	
	b) economically active minority ethnic community population in the authority area			2.8%	2.8%	na	2.8%	2.8%	2.8%	2.8%	2.8%	2.8%		N/A	N/A	Figure derived from the 2001 census	

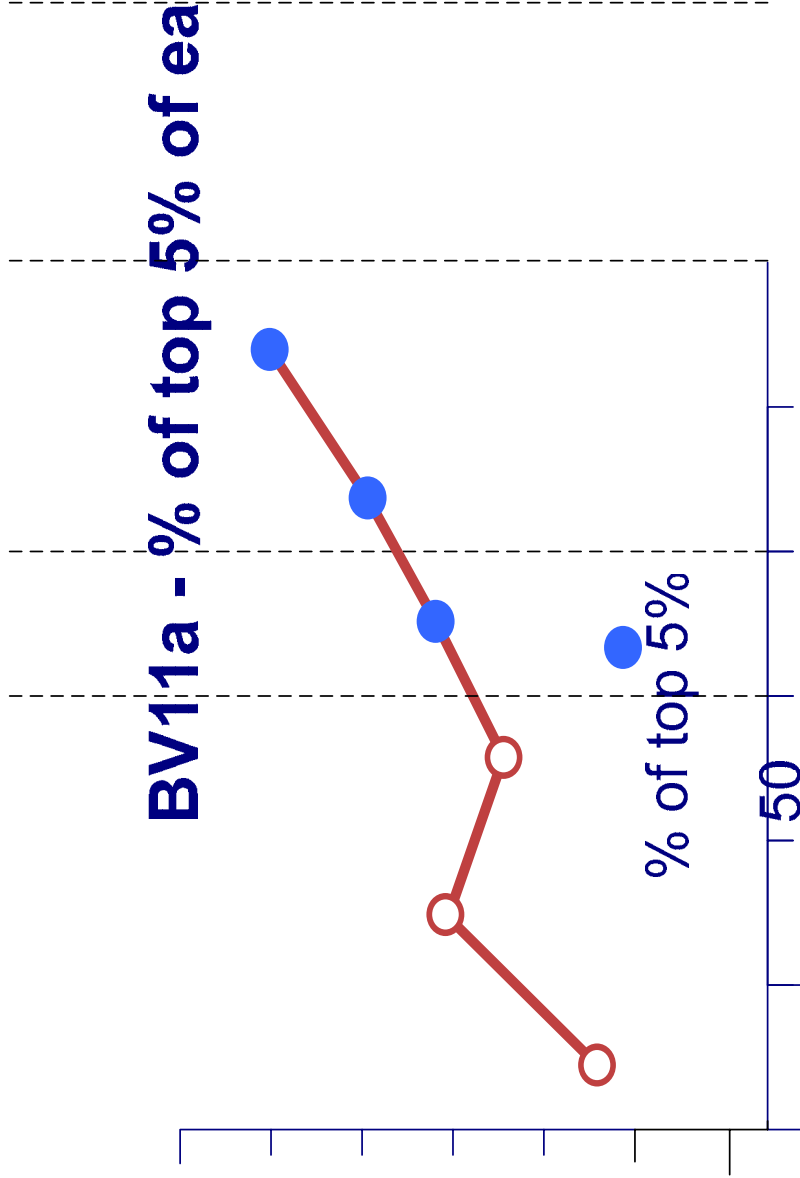
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Corporate Priority – A Quality Service Provider																	
BV 12	The number of working days/shifts lost due to sickness absence	CPA CP	8.44 Met Top Q 10.59	10.82 days	Actual performance 2.31 days	Projected 9.24 days Actual 2.31 days	2.15 days						10.25 days	Projected 8.6 days	Green		The target is in line with the ODPM guidance. It should be noted that the calculation for this indicator is more complex than adding the actual outturn of the quarters to date and multiplying by the remaining quarters due to fluctuations in the FTE headcount and late additions to sick leave.
BV 14	The % of employees retiring early (excluding ill-health retirements) as a % of the total work force This indicator is limited to the staff in the official pension scheme.	CPA	0.19% Met Top Q 0.28%	0.4% (48)	0.03% (4)		45 retirees						0.34% (40)		Red		The target for this BVPI is set in line with ODPM guidance. The large difference between Q1 and Q2 is due to 41 teachers retiring on 31.08.06

Ref. No	P.I Definition	Links	04/05 Top Quartile all England	05/06 Year End Actual performance (total)	1 st Qtr Apr 06 - Jun 06		2 nd Qtr July 06 - Sept 06		3 rd Qtr Oct 06 - Dec 06		4 th Qtr Jan 07 - Mar 07		Year End Target - 1.04.06 - 31.03.07	Projected year end performance based on performance to date	Rag status	Direction of Travel from the last quarter.	Comments
					Actual performance	Total to date 1.4 - 30.6	Actual performance	Total to date 1.4 - 30.9	Actual performance	Total to date 1.4 - 31.12	Actual performance	Total to date 1.4.06 - 31.3.07					
BV 15	The % of employees retiring on grounds of ill health as a % of the total workforce	CPA	0.15% Met Top Q 0.33%	0.2% (24)	0.06% (7)	3 retirees	0.08% (10)						0.2% (24)		Green		The target for this BV/PI is set in line with ODPM guidance.

BV11a - % of top 5% of earners that are women



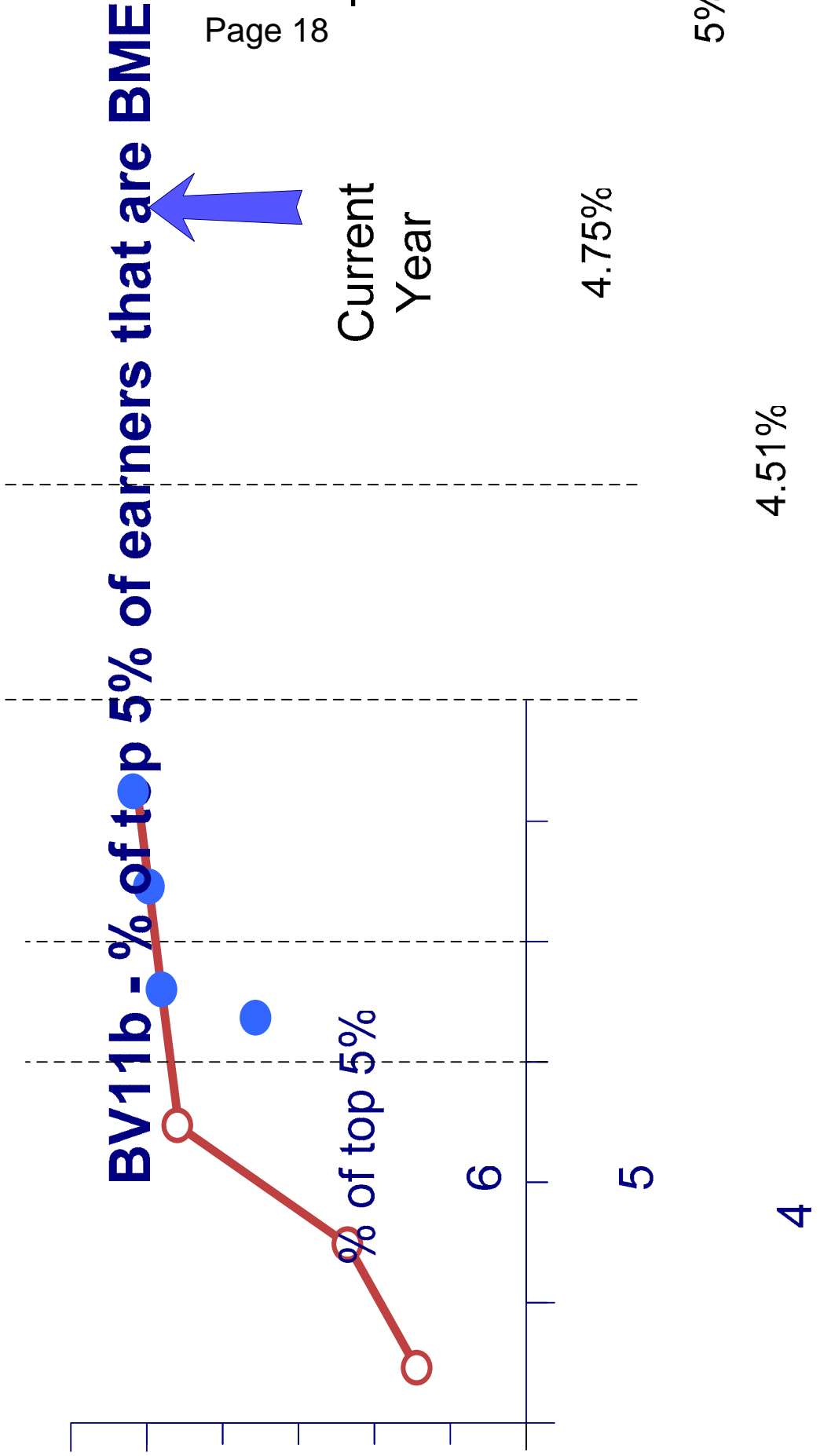
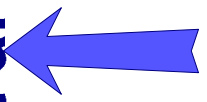
Current Year



48

46

BV11b - % of top 5% of earners that are BME



5%

4.51%

4

4.75%

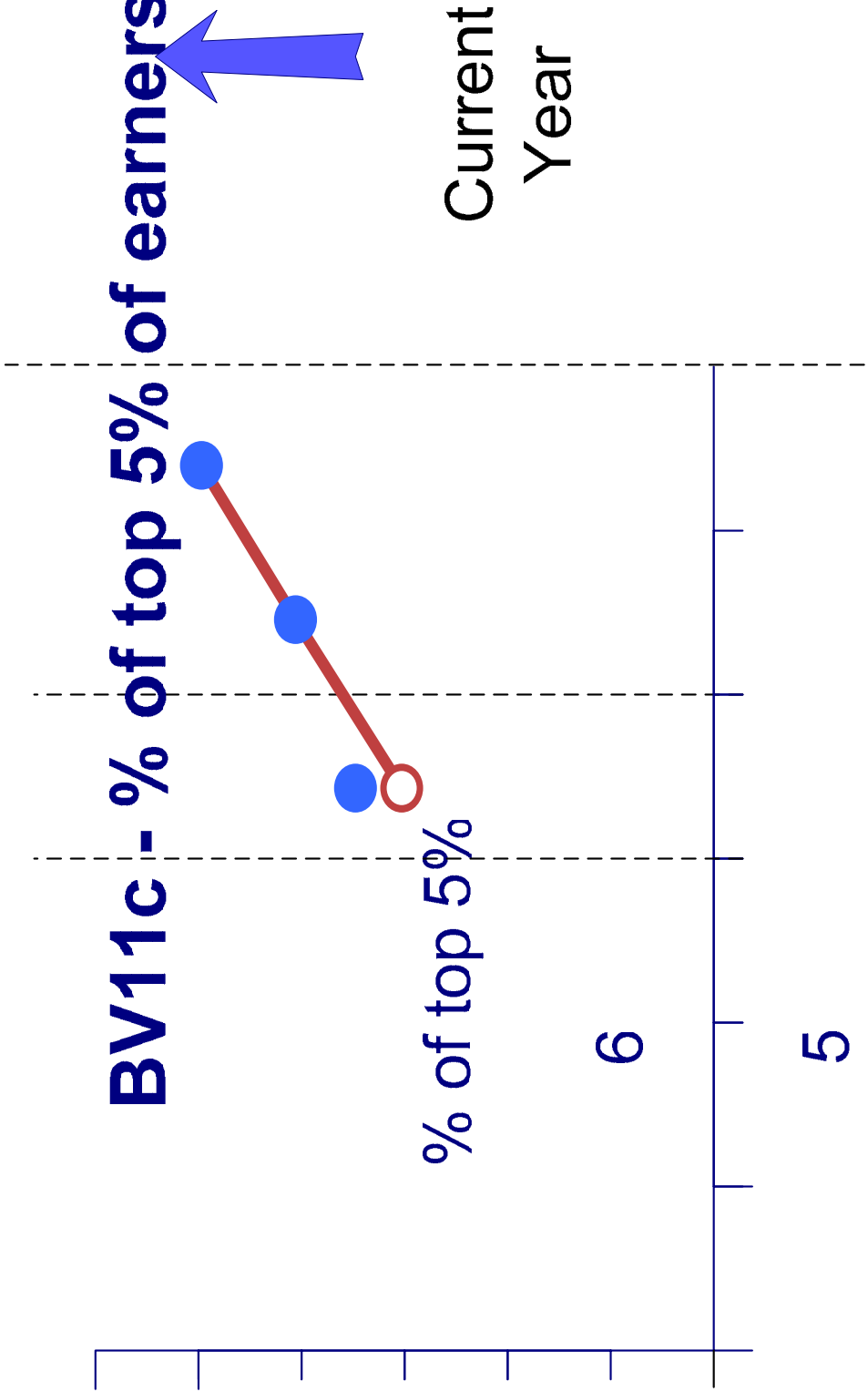
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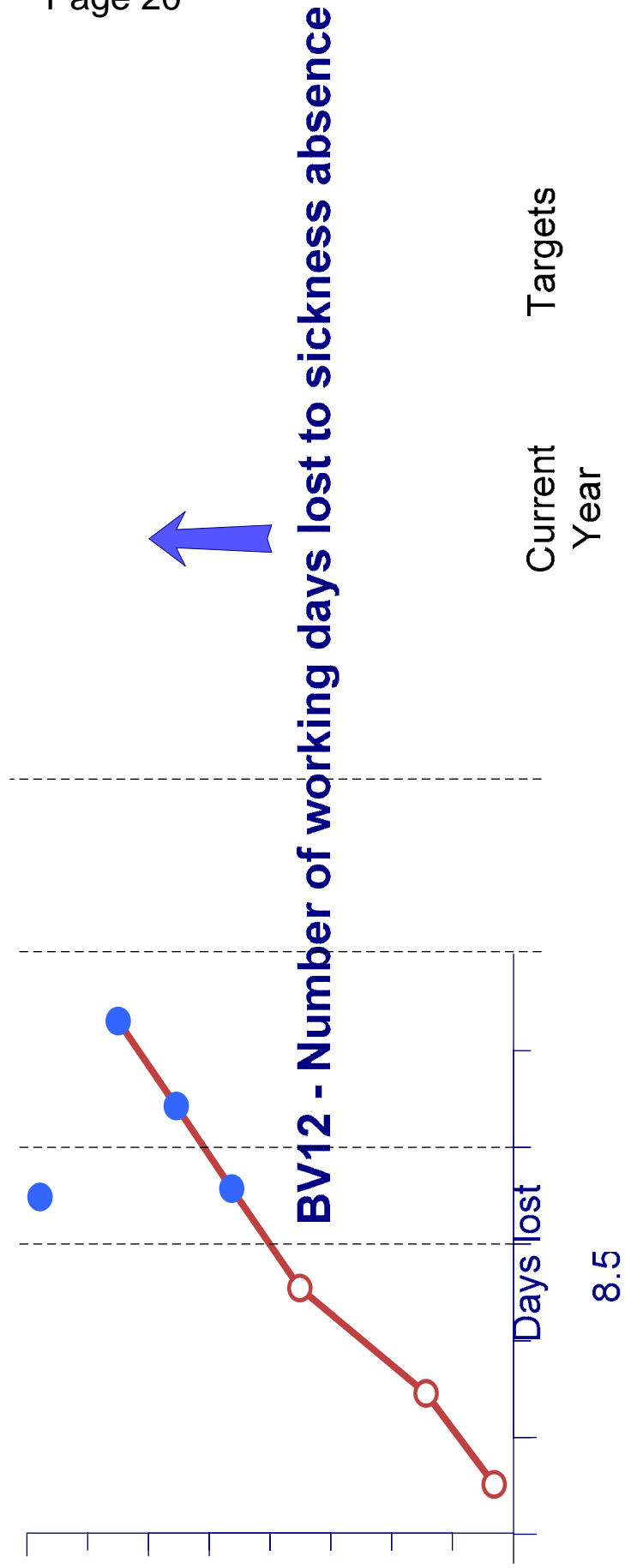
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Current Year

% of top 5%

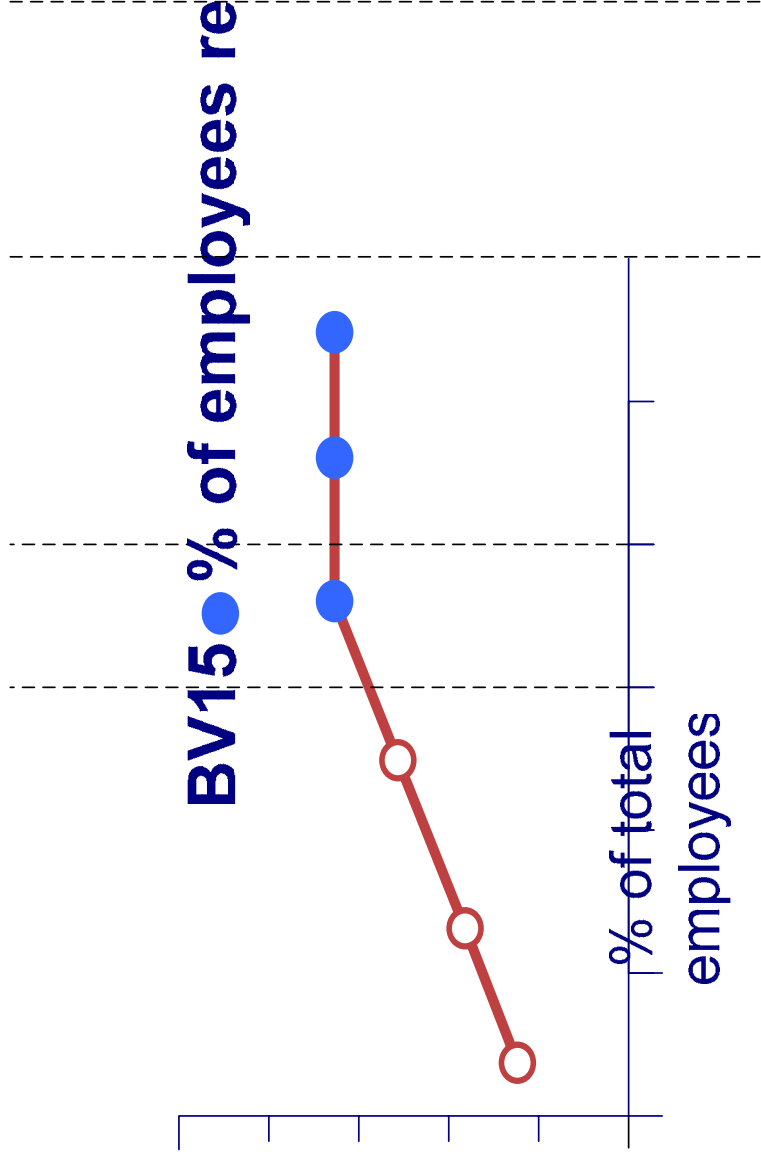
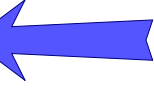
BV11c - % of top 5% of earners with a





8.6
projected
as at Q2
actual Q2

BV15 ● % of employees retiring for ill-health



Current Year

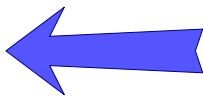
0.08%
as at Q2

% of total employees

0

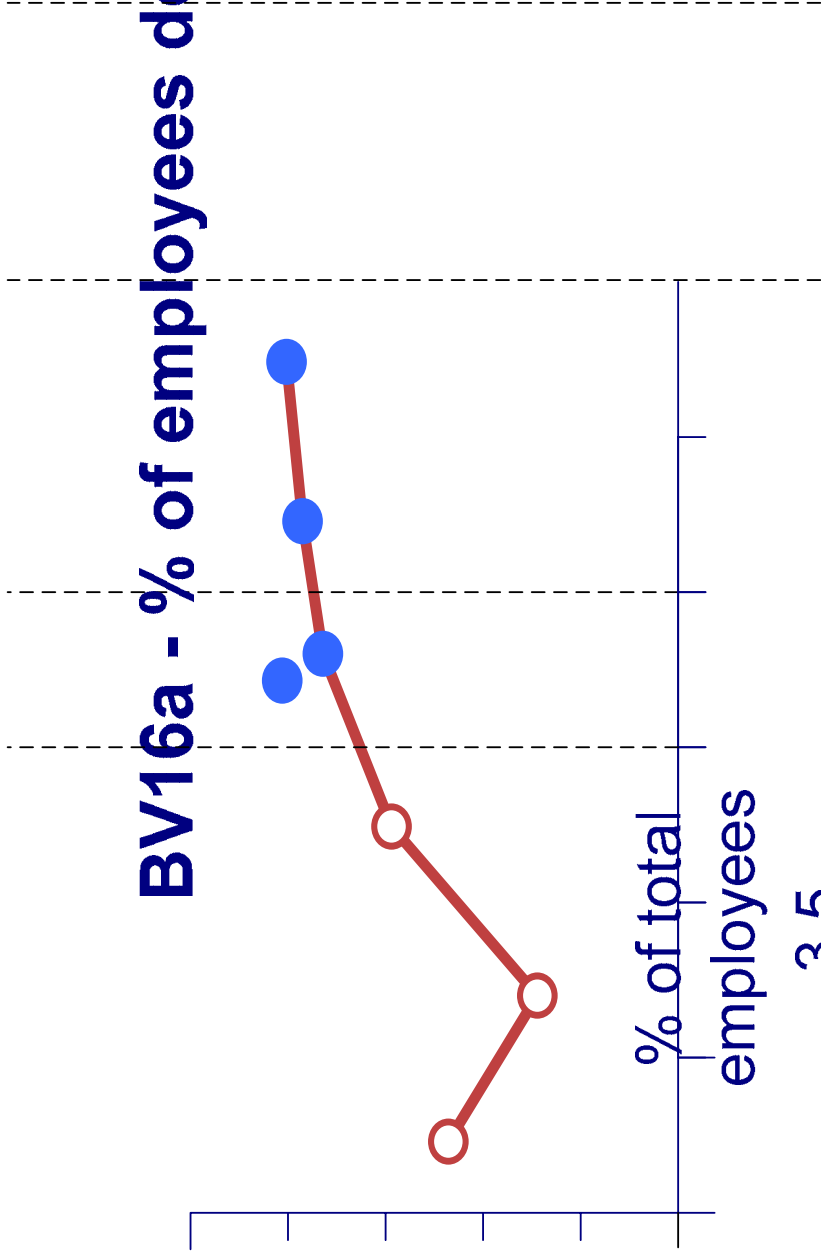
0.1

BV16a - % of employees declaring disability

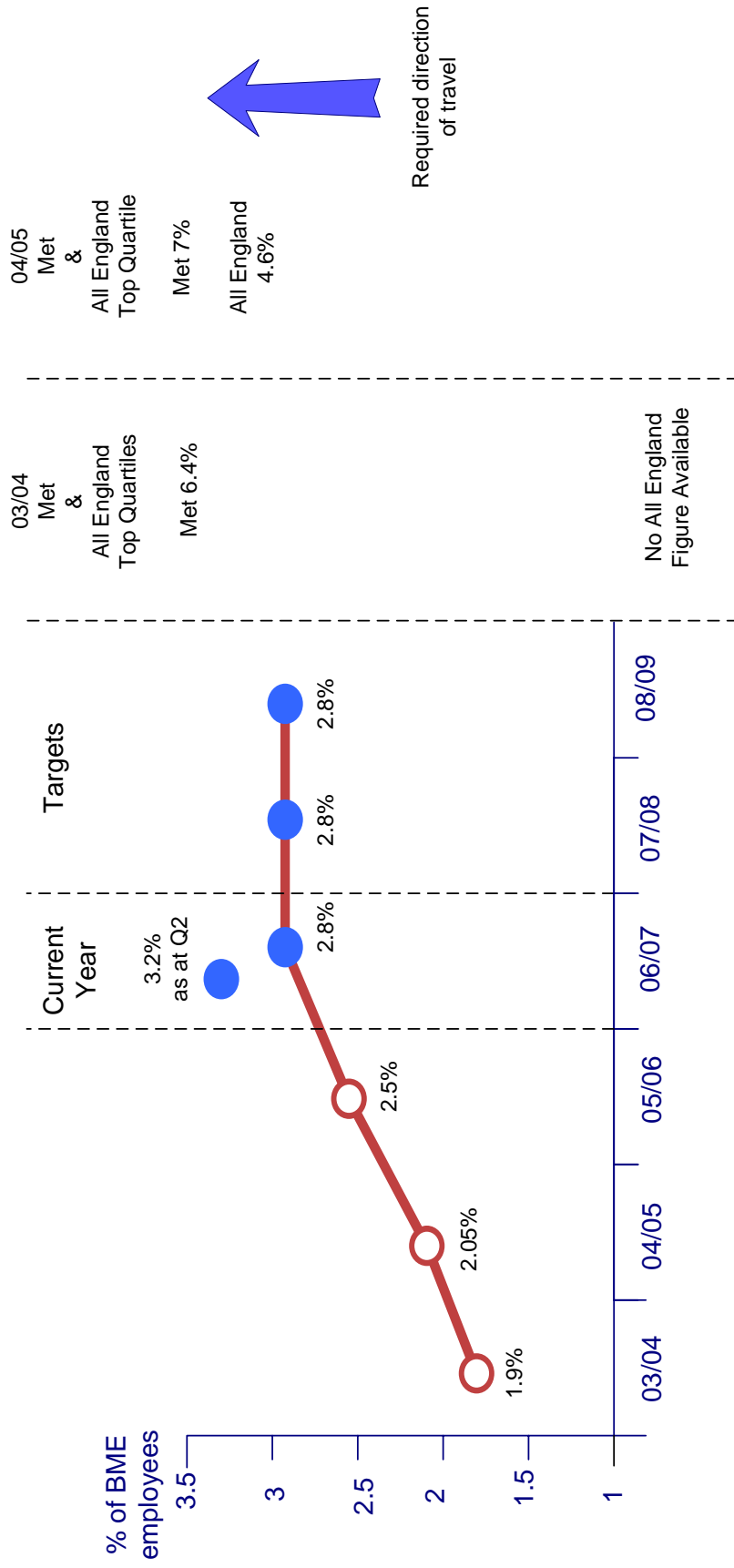


Current
Year

2.89%
as at Q2



BV17a - % of BME employees



Appendix C**Local Performance Indicators: Strategic Partnerships**

LPI	Target 2006/07	2006/07				Status
		Q1	Q2	Q3	Q4	
Number of audits carried out on RBT workstreams per annum	5	1	1			Green
Number of consultation exercises carried out on RBT Workstreams per annum	4	1	2			Green
Number of Performance Clinics held per annum	12	3	3			Green
Payment of PFI invoices within 30 days	100%	83% average	87%			Red
Verification of RBT Savings Invoices within 20 working days of receipt of management information	100%	100%	100%			Green

Appendix C**Local Performance Indicators: Legal Services**

LPI	Target 2006/07	2006/07				Status
		Q1	Q2	Q3	Q4	
Registered charge for Discretionary Housing Renovation Grants: produce final form of charge for signature by applicant within 10 working days of receipt of full instruction and confirmation of ownership	100%	50%	100%			Red
Section 278 Highways Agreement: First draft produced within 12 working days of receipt of full instruction	100%	50%	No new cases			Red
Advise on Title: To provide title advice within 10 working days of receipt of full instruction	100%	60%	87.5%			Red
Specialist Commercial Sales (development): Production of Title, Contract and Transfer – prepared and submitted to Purchaser's solicitor and instructing officer within 14 working days	100%	100%	No new cases			Green
Number of Planning Regulatory Enforcement Notices issued and served within 10 working days following receipt of full instructions	100%	100%	85%			Red

Number of Freedom of Information requests passed to PA representatives within 3 working days	100%	100%	100%			Green
Rent Possession Cases: Issue within 10 working days of receipt of full instructions	100%	100%	100%			Green
Successful outcomes as a % of criminal litigation where Legal Services has recommended that legal proceedings are to be pursued	90%	100%	100%			Green
Childcare: Issue Care Proceedings within 3 working days of receipt of full instruction	100%	100%	100%			Green
Communicate outcome of hearing to client within 2 working days	100%	100%	100%			Green
% of childcare cases completed in 70 hours or less	75%	A	A			na
Amount of external spend in Childcare Cases (Counsel, agents)	> £50,000	£ 6827	£ 15294			Green
Gas Injunction cases issued within 10 working days of receipt of full instructions	100%	nr	nr			

Productive Hours: % of fee earners achieving annual target chargeable hours of 1200	100%	80%	80%			Red
Obtain client feedback: Annual survey carried out	Baseline	A	A			na
Obtain client feedback: Discuss improvements with customers within 10 working days of analysis of questionnaire	Baseline	nr	nr			
% customer rating of 'good' or better	50%	nr	83%			Green
% customer rating of 'satisfied' or better	80%	nr	91%			Green
Number of written complaints received from client departments through the complaints procedure	Nil	Nil	Nil			Green
Cost of Legal Service as a % per head of population	Baseline	£ 5.47	£ 5.37			na
Number of files audited to comply with Quality system (office manual)	30 per team per ¼	30	30			Green
% files audited in compliance with Quality system (office manual)	100%	90%	90%			Red

Appendix C**Local Performance Indicators: Strategic Human Resources**

LPI	Target 2006/07	2006/07				Status
		Q1	Q2	Q3	Q4	
Heart Nominations (Team & Individual) per annum	60	15	19 (34 cum)			Green
Submissions to employee suggestion scheme) per annum	100	79	91 (170 cum)			Green
M3 Managers (total 168) attending management development centres) per annum	56	8	14 (22 cum)			Amber
Leavers % (voluntary in brackets)) per annum	12%	6% (11% proj)	9.8% (11.7 % proj)			Green
PDRs completed) per annum	90%	88%	-			Amber
% response to Reach- in survey) per annum	60%	N/A	55%			Amber
Employees aged 16- 24 per annum	6.5%	4.9% (660 act)	5.3% (716 act)			Red
Employees achieving level 2 (skills for life) in literacy or numeracy per annum	400	335	414			Green

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Customer Services & Innovation Cabinet
2.	Date:	6 th November 2006
3.	Title:	RBT – Performance Update
4.	Programme Area:	RBT

5. Summary

The report presents the progress and performance of RBT for the period September 2006.

6. Recommendations

That the information in the report be noted

7. Proposals and Details

Highlights

Highlights for the period have been:

- Rotherham Connect represented at the Rotherham Show
- Streetpride 2 going live within CSC
- HR & P on track with Job Evaluation work
- ICT achieve 100% performance on SLAs
- Power Shutdown a complete success
- National award for Procurement from the CeDar National User Group
- Procurement savings £176K ahead of plan
- The Benefits Service maintains it's 4 star score with the CPA

7.1. Service by Service Overview

7.1.1. Customer Services / Public Access

September saw Rotherham Connect represented at the Rotherham Show with one of the key themes being the promotion of the Swinton Customer Service Centre. Rotherham Connect also contributed to the 2010 exhibition at the Magna Centre. This was seen as an excellent forum for raising awareness amongst staff and stakeholders.

The main focus remains on the delivery of the existing services alongside the additional take-on of Streetpride 2. As expected and highlighted previously the SLA's for calls answered within 15 seconds and abandoned calls to the Rotherham Connect contact centre were not met. Vacancies in the Contact Centre at Customer Service Representative level continue to impact on the service, in addition the performance is also affected by the change of season which is likely to generate an increase in Streetpride and weather dependant housing repair calls.

RBT have provided a report on the recruitment issues and presented this to the client and as a result the Council have revised the recruitment strategy in an attempt to increase interest in the Contact Centre posts. In the immediate term RBT have arranged to re-transfer CSC staff into the Contact Centre from Monday 4th September however the likelihood of these SLA's underperforming will remain until suitable staff have been recruited and trained.

In response and in recognition to the recruitment issues RBT have submitted a Change request to suspend financial penalties, a response has now been received and discussions are underway to come to an agreement.

On a more positive note it is useful to report just some of the positive feedback which has been received from our Citizens whom have received a service from the CSC's.

- *"Your service affords/provides a personal touch – that is a rare quality so lacking in today's society."*
- *"We were dealt with quickly, efficiently and thoroughly. All questions were answered. We received good advice. We were happy with the service we received today."*
- *"Quick and convenient, very pleasant. Staff helped with other enquires I had."*
- *"As a senior citizen it was a pleasure not to be talked down to."*
- *"I like the ticket system, it is fast more efficient and fair (no queue jumpers)."*

7.1.2.

7.1.3. HR and Payroll

Within HR & Payroll the emphasis remains on accuracy within Payroll, the Service Centre and the supporting teams. Workloads have been at their peak this month due to high volumes of Schools pay changes, new starters and leavers - increasing the monthly workload by almost twice the usual volume. All teams within the Service Centre have lent a hand to achieve this and Team integration has very clearly been displayed in the way members from different Sections have aided and supported colleagues in other service areas to meet SLAs. As a result performance within the Payroll team around accuracy stood at 99.60% for September with only 122 errors reported out of 30,418 payslips generated. It is also worth noting that the Teachers Pay Award of 2.5% was successfully implemented in September.

In relation to SLA performance the area to highlight within HR&P is the SLA HR17 (percentage of enquiries resolved by front-line HR advisors over the telephone where the enquiry is not capable of being resolved through employee self-service including the intranet). It has been recognised by the client that call volumes have increased significantly against the original baseline which has created a significant call-volume pressure on the front-line service. In an effort to resolve this problem, RBT has taken the decision to fund additional staff whilst a six-month action plan is implemented. With this in mind, a change request has been approved by the client to suspend financial penalties.

The latest absence figures for Quarter 2 show BV12 (The annual number of working days/shifts lost to the Authority due to sickness absence, per FTE employee) at its lowest ever level of 8.6 days. The efforts of the Advice and Guidance team and other colleagues in HR and Payroll have been acknowledged as having an impact on BV12. Further action is planned to continue to drive this figure down. Initiatives being developed include further Manager Briefings in October and a new Training Course for Managers commencing in November.

On another positive note, usage of YourSelf for sick absence input is running successfully with only a small number of absence administrators not using this facility. More than 40 Schools are also now using this facility.

7.1.4. ICT

Work has commenced on preparing for the renewal of both the Schools Connect contract, which ends 31st March 2007, and the Rotherham Grid for Learning, which ends September 2007. These are both important contracts for RBT and to reflect this we will be working closely with the ICT Client and Children and Young People Service to ensure that these can be renewed successfully.

The town centre buildings power shutdown went ahead as planned and was a complete success. All services were restored by Sunday evening. This was a massive logistical exercise involving large numbers of ICT staff working over the weekend.

Following Carol Mill's report on the advantages/disadvantages of moving the refresh cycle out from 4 years to 5 years, CMT have taken the decision to delay this decision for another 6 months. The ICT Client has asked for an evaluation of the impact of this decision, which is now complete. There is evidence to suggest that the impact of not starting the Refresh Programme is starting to affect the quality of the normal service provided. Before a formal Change Request is submitted by RBT a meeting was arranged with Client Officers, Carol Mills and RBT to highlight the issues which revolve around increased costs and SLA targets which will be affected by the delayed refresh programme. This meeting took place on 7th September 2006. This meeting concluded that a 'mini refresh' programme should be undertaken utilising revenue collected through the refresh element of additional PC's that have been purchased outside of the main programme. It was hoped that by carrying out this 'mini refresh' programme it would free up enough spares to deal with PC failures up to the end of March 2007. A further meeting has been arranged on 9th October to review the above.

All SLA targets have been met this month and discussions on the review of the 26 ICT Service Levels are now at an advanced stage. Key meetings involving all stakeholders have taken place in order to meet the October deadline.

On a further positive note, The Design Studio has been awarded the Council's Team of the Month for October. This follows individual nominations from Councillor Ken Wyatt and Tracey Holmes, Media and Publicity Manager on behalf of the Communication and Marketing Group for their achievements with the Council marquee at the Rotherham Annual Show.

On a final note I can announce that the Head of Information Systems, Paul Briddock, has been shortlisted for IT Professional of the Year in this year's Computing Awards for Excellence.

7.1.5. Procurement

The procurement service continues to work with the remaining large suppliers on the e-Invoice list to deliver the contracted benefit with 6 suppliers now live and sending in e-invoices. Further suppliers are now in testing. The further down the list we go, the greater the effort and time taken to get the right level of engagement with suppliers. After the "top ten" suppliers, use of e-Invoicing will in future be integrated with supplier renewal and negotiated at the point of agreeing the framework agreement.

SLA reporting is going through a period of transition. Until targets are agreed, and Customer Satisfaction results discussed and understood, there is no known impact on the SLA performance.

The Procurement Card business case is now signed off by the RBT Senior Management Team. The Procurement Cards implementation has a lead time of 3 months to deliver a pilot system.

Performance on the Council's BVPI8 target of undisputed invoices paid within 30 days is reported for the month as 89%, it is highlighted that this historic issue in gaining commitment from Council Officers in the GRN process is essential to any further improvement.

As reported above, procurement savings targeted to be delivered are around £176,000 ahead of plan, with construction savings of £300,000 not yet materialising despite a commitment from the Council that there will be £600,000 construction savings this year. This leaves a considerable gap between the RMBC Finance Director's request for £4.5M procurement savings this year and the current estimate of £2.94M including construction savings (compared with an estimate of £2.81M in the Annual Plan). Unless more addressable spend is offered to RBT by RMBC, this aspirational request remains non-achievable.

The 2006/07 Annual Plan has now been agreed and signed off.

On a final positive note it is with pleasure that I can announce that RBT has won the CeDar National User Group: 2006 Best Example of Process Improvement Using Self-Service award. This is fantastic news and acknowledges the incredible hard work that's been going on in Procurement in the last three years.

7.1.6. Revenues & Benefits

A joint working team was launched at The Rotherham Show between RBT, The Pension Service and Fairer Charging. The aim of this new team is to further enhance the customer experience, creating one point of contact and encourage Benefit take up. The Joint Team board met for the first time in September at a meeting chaired by Councillor Kirk.

A project between Revenues and Benefit and Connect has resulted in a review of written Council Tax communications to customers. New style Council Tax reminders and final notices have been developed and a new style Council Tax bill is currently in development.

Performance continues to be tracked monthly and in some cases weekly against targets and SLA's remain on target with the following exceptions;

RB02/BV09 – Percentage of Council Tax collected for the year

The percentage of council tax collected at the end of September 2006 is slightly less than at the same time last year (1.15% reduction). Part of this reduction is attributed to the introduction this year of the 12 month payment option with volumes of customers choosing this option increasing month on month.

The Local Taxation Team is currently undergoing a re-structure following the appointment of a new Operational Manager which will rationalise the management levels and visiting function creating additional resources at scale 4 level. In addition to this, there has been a specific targeting of first line recovery work which has resulted in increased referrals to bailiffs, the benefits of which are expected to be realised throughout the forthcoming months.

RB08 / BV78(b) – Time taken to process changes in circumstances

Performance continues to fall outside the current target. Although a recent benchmarking exercise with other LA's received a lower response than anticipated, the findings have been reported on and are currently being analysed.

7.2. Progress against Corporate Initiatives

7.2.1. Equalities

The council has had confirmation of it's achievement at level 3 of the Equality Standard, with some elements of our working practises achieving level 4. RBT was praised for it's contribution to the strong Equality and Diversity Team working towards level 5 in 2008.

An RBT representative has been chosen to take part in the Equality and Diversity trainer exercise in order to roll out courses across the programme area. Learning Skills funds are to be drawn down to ensure all front facing staff are qualified within 6 months.

7.2.2. Investors In People

In 2007, the liP assessment will include 'Profiling' of certain selected criteria, in order to measure ourselves against stretching targets. RBT is developing a Training system that will encourage the review and evaluation of staff development within the organisation to ensure the investment in people gives a return to the council.

7.2.3. Consultation/Complaints

An RBT Consultation Steering group is being formed, commencing in September. Inclusion and community consultation have been identified as two integral parts of the Council's future performance assessment framework.

Of the complaints closed in September 100% were responded to in the timescales required. The central complaints, comments and compliments database (C3) phase 1 has been fully integrated across all RBT services and the further work for Phase 2 is on-going.

Mark Leese has now commenced within RBT and is responsible across the Council for the registry, referral all Complaints, Comments and Compliments. A key aspect of Mark's role is to monitor performance of handling complaints across the authority, and thereby help to improve the Councils response times.

Within RBT we have revised the internal processes and, customers whom have cause to complain, are notified within 5 working days of a named contact. From the 6th November our target will be to acknowledge customer complaints within 3 working days.

7.2.4 Sickness (BV12)

Performance across RBT has seen an improvement from 9.18 days to 8.65 days per employee in the 2nd quarter of the year, the current Council average is 9.24 and 8.60 respectively. RBT have recently adopted monthly case conferences which aim to help give better support to people on long term sick absence and to help us manage overall sick absence more effectively. This approach revolves around a monthly case conference meeting to be attended by Senior Managers or Direct Reports, John Vjestica and John Crutchley. John is one of our sick absence experts within HR&P Advice & Guidance who joined us recently from Wakefield MBC having helped them to considerably reduce their sick absence.

The meeting looks at each long term sick absence case to make sure the individual is getting the right support and that as managers we receive the right help, advice and guidance to ensure that the right action is being taken. The table in Appendix 2 gives further detail per Service Area.

8. Finance

The contract with RBT includes a service-credit arrangement, the effect of which is that whenever any SLA target is not achieved, a calculation based on the amount by which the target was missed and a number of other factors, results in a decrease in the amount of service charge payable. In other words, there is a financial penalty for RBT as a direct consequence of its underperformance. A total of £23K has been deducted from the service charge to date, and further amounts disputed by RBT are under discussion.

9. Risks and Uncertainties

If RBT is unable to achieve the SLA targets in the contract, in particular where these are also BVPIs or other statutory PIs, alongside the importance of some of the services delivered by RBT (Revenues and Benefits, Procurement Service), this may impact on the council's CPA rating. There may also be a negative effect on the council's reputation and the perception of the RBT joint venture. Where there is underperformance, particularly where this is persistent or related to statutory PIs, the client team will work with RBT to develop action plans to redress the situation.

10. Policy and Performance Agenda Implications

The RBT contract exists to modernise council services to enable the delivery of the council's priorities. RBT's performance will impact on the CPA score and a number of service and corporate inspections. RBT has responsibility for delivering services including a number of BVPIs and LPI's

11. Background Papers and Consultation

Appendix 1 – SLA arrow report

Contact Names: Brian James, Chief Executive, RBT, X2414

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KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Service Measure Type	Comparative BVPI	Upper Quartile figure	RBT						Comments	
					Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	Actual				Sep-06
								Jul-06	Aug-06	Sep-06		
01	% of catalogued goods or services delivered within the "lead times" displayed in the item file	Performance (M)	N/A		50.00%		01/05/06	83.0%	76%	84.13%	Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November	
02	Percentage of fully completed and authorised cheque requests received in P2P before 2pm on the payment day that are processed on the next available payment run date.	Performance (M)	N/A		95.00%		01/05/06	98.0%	99.50%	99.67%	Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November	
03	Percentage of undisputed invoices for commercial goods and services that were input within 25 calendar days of such invoices being received by the Purchase to Pay Team.	Performance (M)	N/A		95.90%		01/05/06	99.00%	100.00%	99.36%	Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November	
04	Percentage of staff who are up-to-date in their training and development plan.	Performance (M)	N/A		96.00%		01/05/06	100.0%	100%	100.00%	Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November	
05	Percentage of non-eRFQ open requisitions consolidated into purchase orders by the end of the next working day.	Performance (M)	N/A		75% TBC		01/05/06	87.40%	67.70%	84.10%	Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November	
06	Number of hours spent providing support to local suppliers to develop their ability to complete the pre tender questionnaire.	Performance (M)	N/A		105		01/05/06	24.50	50.24	17.99	Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November	
07	Level of Customer Satisfaction	Performance (M)	N/A				01/05/06	6 monthly measure	6 monthly measure		Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November	
08	Percentage of orders placed against electronic catalogue framework agreements	Performance (6M)	N/A		17% TBC		01/05/06	16.70%	17.11%	17.01%	Targets are provisional on a trial basis and are to be discussed with the client in Sept 06 for implementation on the 1st November	

RBT Connect Ltd
Revenues and Benefits



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Service Measure Type	Comparative BVPI	Upper quartile figure	RBT				Comments	
					Minimum Service Target	Enhanced Service Target	Actual			
							Jul-06	Aug-06		Sep-06
01	Statutory returns by due date	Performance (A)	N/A	N/A	100.00	100.00%	Annual measure	Annual measure	Annual measure	
02	% of Council Tax collected for the year	Threshold (A)	BVPI 9	98.00%	97.14%	98.00%	Annual measure	Annual measure	Annual measure	The percentage of council tax collected at the end of September 2006 is slightly less than at the same time last year (1.15% reduction). Part of this reduction is attributed to the introduction this year of the 12 month payment option with volumes of customers choosing this option increasing month on month, in addition, payments of £1,05,000 are still outstanding from the RMBC Asylum Team.
03	% of NNDR collected for the year	Threshold (A)	BVPI 10	99.00%	97.50%	99.00%	Annual measure	Annual measure	Annual measure	
04	The number of claimants visited per 1000 caseload	Performance (A)	BVPI 76.1	N/A	211	211	Annual measure	Annual measure	Annual measure	
05	The number of fraud investigators employed per 1000 caseload	Performance (A)	BVPI 76.2	N/A	0.2	0.2	Annual measure	Annual measure	Annual measure	
06	The number of prosecutions and sanctions per 1000 caseload	Performance (A)	BVPI 76.4	N/A	1.4	1.4	Annual measure	Annual measure	Annual measure	
07	Average number of days less than a baseline of 100 days for processing new benefit claims	Threshold (C)	BVPI 78a	35 days	32 days	32 days	Quarterly measure	Quarterly measure	Quarterly measure	29.05 days

RBT Connect Ltd
Revenues and Benefits



KEY

- Overperformance of SLA
- Underperformance of SLA
- Performance of SLA on target

SLA Ref	Measure	Service Measure Type	Comparative BVPI	Upper quartile figure	RBT						Comments	
					Minimum Service Target	Enhanced Service Target	Actual			Annual measure		
							Jul-06	Aug-06	Sep-06			
08	Average number of days less than a baseline of 50 days for processing notifications of change of circumstances	Performance (Q)	BVPI 78b	8 days	6.25 days	6.25 days	Quarterly measure	Quarterly measure	Quarterly measure	27.34	Annual measure	A change in definition and the impact of a change in the SX3 software has resulted in this SLA being measured from the notification of a change regardless of whether the citizen has provided the correct and valid information. Current performance of the service on receipt of all the information remains under 6.25 days.
09	The number of annual claim interventions by visits and other means, with visits comprising at least half of the interventions	Performance (A)		N/A	10560	10560	Annual measure	Annual measure	Annual measure		Annual measure	
10	% of cases for which the calculation of the amount benefit due was correct (from a test sample)	Threshold (Q)	BVPI 79a	98.00%	98.40%	98.40%	Quarterly measure	Quarterly measure	Quarterly measure	97.40%	Quarterly measure	Based on Q2 2006/07 stats 3 errors found in the sample although cumulative performance is still on target at 98.8%
11	% of recoverable overpayments (excluding council tax benefit) that were recovered in the year	Performance (A)	BVPI 79b	63.00%	62.50%	62.50%	Annual measure	Annual measure	Annual measure		Annual measure	
12	100% minus the amount of overpaid benefit as a % of the total benefits paid	Performance (A)	N/A	N/A	97.80%	97.80%	Annual measure	Annual measure	Annual measure		Annual measure	
13	% of new claims processed within 14 days of receipt of all necessary information	Threshold (Q)	N/A	N/A	85.00%	85.00%	Quarterly measure	Quarterly measure	Quarterly measure	93.22%	Quarterly measure	
14	% of rent allowance claims where first payment is made within 14 days of the receipt of all necessary information	Performance (Q)	N/A	N/A	82.00%	82.00%	Quarterly measure	Quarterly measure	Quarterly measure	96.53%	Quarterly measure	This definition has been changed by DWP and new software now means that the new definition is being measured

RBT Connect Ltd
Revenues and Benefits



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Service Measure Type	Comparative BVPI	Upper quartile figure	RBT				Comments	
					Minimum Service Target	Enhanced Service Target	Actual			
							Jul-06	Aug-06		Sep-06
15	50% minus year end Council Tax cumulative arrears as compared to collectable debt	Performance (A)	N/A	N/A	44.70%	45.20%	Annual measure	Annual measure	Annual measure	
16	10% minus year end write offs as a % of collectable debt	Performance (A)	N/A	N/A	9.70%	9.73%	Annual measure	Annual measure	Annual measure	
18	Average waiting time in minutes less than a baseline of 120 minutes for a personal caller for interview made in person	Threshold (M)	N/A	N/A	100 minutes (20 mins)01/04/2005	100 minutes (20 minutes)	110.48 minutes (9.52 mins)	112.78 minutes (7.22 mins)	111.65 minutes (8.35 mins)	

RBT Connect Ltd
HR and Payroll



KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target

SLA Ref	Measure	Measure type and Frequency	Comparative BVPI	RBT						Comments	
				Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	Actual				Annual Measure
							Jul-06	Aug-06	Sep-06		
01	Issue of extraction file to ICT Print Department within agreed timescale	Performance (M)	N/A	100.00%	100.00%	01/01/05	100.00%	100.00%	100.00%	100.00%	
02	Percentage of BACS transmissions made by prescribed date	Threshold (M)	N/A	100.00%	100.00%	01/01/05	100.00%	100.00%	100.00%	100.00%	
03	Accuracy of payment	Threshold (M)	N/A	99.50%	99.50%	01/01/05	99.73%	99.81%	99.60%	99.60%	
04	PI45's issued within 3 days of last pay date	Performance (M)	N/A	98.00%	98.00%	01/01/05	100.00%	100.00%	100.00%	100.00%	
05	Manual cheques issued within 1 day of authorised request	Performance (M)	N/A	98.00%	98.00%	01/01/05	100.00%	100.00%	100.00%	100.00%	
06	Statutory returns by due date	Performance (A)	N/A	100.00%	100.00%	01/01/05	100.00%	100.00%	100.00%	100.00%	
07	% of national pay awards which are implemented on a date to be agreed by the client no longer than 5 weeks following authorisation by the client	Performance (A)	N/A	100.00%	100.00%	01/01/05	Annual Measure	Annual Measure	Annual Measure	Annual Measure	

RBT Connect Ltd
HR and Payroll

KEY

↑ Overperformance of SLA

↓ Underperformance of SLA

→ Performance of SLA on target



SLA Ref	Measure	Measure type and Frequency	Comparative BVPI	RBT						Comments	
				Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	Actual				Annual Measure
							Jul-06	Aug-06	Sep-06		
08	Arears arising from national pay awards are paid to employees within months after authorisation to pay is received	Performance (A)	N/A	100.00%	98.00%	01/01/05	Annual Measure	Annual Measure	Annual Measure		
09	Quality of information given to caller as a % score against model response (monitored using mystery caller)	Threshold (M)	N/A	90.00%	90.00%	01/01/05	Annual Measure	Annual Measure	Annual Measure	100.00%	100.00%
10	% of contracts of employment (excluding variations) issued within 15 working days of receipt of all relevant and accurate information	Performance (M)	N/A	90.00%	90.00%	01/01/05	Annual Measure	Annual Measure	Annual Measure	43.89%	100.00%
15	Percentage of External correspondence answered within 10 working days capable of being answered within 10 working days (excluding correspondence requiring input from services external to RBT).	Performance (M)	N/A	100.00%	100.00%	01/03/05	Annual Measure	Annual Measure	Annual Measure	100.00%	100.00%
16	Subject to the provision of all necessary electronic information by the recruiting service manager in accordance with the agreed publication deadlines, then the Service Centre will provide the advertisement to the Council's Advertising Agency for publication or produced for the next available internal bulletin.	Performance (M)	N/A	100.00%	100.00%	01/01/05	Annual Measure	Annual Measure	Annual Measure	100.00%	100.00%
17	Percentage of enquiries resolved by front line HR advisors over the telephone where the enquiry is not capable of being resolved through employee self-service including the intranet.	Performance (M)	N/A	80.00%	80.00%	01/01/05	Annual Measure	Annual Measure	Annual Measure	76.83%	73.29%
19	Overall customer satisfaction across RMBC	Performance (6M)	N/A	TBC	TBC	01/10/04	Annual Measure	Annual Measure	Annual Measure	On Hold	On Hold

RBT Connect Ltd
HR and Payroll

KEY

Overperformance of SLA

Underperformance of SLA

Performance of SLA on target



SLA Ref	Measure	Measure type and Frequency	Comparative BVPI	RBT						Comments
				Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	Actual			
							Jul-06	Aug-06	Sep-06	
20	% of references sought within 48hrs (2 working days) of Managers requesting	Performance (6M)	N/A	95.00%	TBC	01/10/04	100.00%	100.00%	96.88%	Currently within monitoring period for implementation 1st November
21	% of job packs available within 1 working day of the advertised closing date	Performance (6M)	N/A	99.00%	TBC	01/10/04	100.00%	100.00%	100.00%	Currently within monitoring period for implementation 1st November
22	Accuracy of Contracts	Performance (6M)	N/A	95.00%	TBC	01/10/04	99.69%	99.25%	98.62%	Currently within monitoring period for implementation 1st November

RBT Connect Ltd

ICT

KEY

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SLA Ref	Measure	Measure type and frequency	Comparative BVPi	RBT						Comments
				Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	Actual			
							Jul-06	Aug-06	Sep-06	
01	Inbound telephone call answering for helpdesk-% of calls answered by Customer Service Agent in 30 seconds	Threshold (M)	N/A	90.00%	90.00%	01/04/04	92.96%	94.32%	93.78%	
02	Average % of calls not abandoned over an agreed measurement period	Performance (M)	N/A	92.00%	92.00%	01/04/04	98.29%	98.20%	98.18%	
03	Inbound Fault resolution - % of in-scope service requests resolved within agreed time scale	Threshold (M)	N/A	75.00%	95.00%	01/04/06	98.99%	99.26%	98.26%	
04	Fault resolution external - Supplier - % of in scope service requests where a restoration plan has been provided within agreed timescales	Threshold (M)	N/A	85.00%	95.00%	01/04/06	100.00%	100.00%	100.00%	Starting to record as Nil Return when no faults are recorded.
05	Client Satisfaction Overall satisfaction rating using continual monitoring on a sample basis	Performance (M)	N/A	85.00%	95.00%	01/04/06	On Hold	On Hold	On Hold	
06	Print of paystips in line with the agreed timescales	Performance (M)	N/A	83.00%	99.00%	01/04/06	100.00%	100.00%	100.00%	
07	The % availability of business critical applications and technology - Email	Availability (M)	N/A	85.00%	99.00%	01/04/06	99.99%	99.97%	99.98%	
08	The % availability of business critical applications and technology - Crip/Swit	Availability (M)	N/A	85.00%	99.00%	01/04/06	100.00%	100.00%	100.00%	
09	The % availability of business critical applications and technology - CHMS/ROCC	Availability (M)	N/A	85.00%	99.00%	01/04/06	99.99%	100.00%	100.00%	
10	The % availability of business critical applications and technology - File	Availability (M)	N/A	85.00%	99.00%	01/04/06	99.98%	99.72%	100.00%	

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				Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	Actual			
							Jul-06	Aug-06	Sep-06	
11	The % availability of business critical applications and technology - CLAS/Cedar (availability of hardware and operating system platform only until an application system support agreement for Cedar is signed)	Availability (M)	N/A	99.00%	01/04/06	100.00%	99.98%	100.00%	100.00%	
12	The % availability of business critical applications and technology - Web (internet & intranet including internet service provision)	Availability (M)	N/A	99.00%	01/04/06	99.99%	100.00%	99.20%	99.20%	
13	The % availability of business critical applications and technology - File & print servers centralised	Availability (M)	N/A	99.00%	01/04/06	99.97%	99.99%	99.65%	99.65%	
14	The % availability of business critical applications and technology - File & print servers distributed	Availability (M)	N/A	85.00%	01/04/06	99.98%	99.87%	99.86%	99.86%	
15	% availability of the network hardware - MANJAN (excluding Ethernet technology which is to be replaced as part of network realisation)	Availability (M)	N/A	99.00%	01/04/04	99.73%	99.98%	100.00%	100.00%	
16	The % availability of Business Critical Applications and technology - Telephony	Performance (M)	N/A	99.00%	01/04/06	100.00%	100.00%	100.00%	100.00%	
17	Unchecking of user accounts on adopted NT servers and Active Directory - % of recycle service requests completed within agreed timescale	Performance (M)	N/A	95.00%	01/04/06	99.76%	99.74%	99.06%	99.06%	
18	% of GIS map printing requests completed within agreed timescale	Threshold (M)	N/A	95.00%	01/04/04	none supplied	100.00%	100.00%	100.00%	
19	% of standard desktop PCs supplied with in agreed time scale additional to the technical refresh	Performance (M)	N/A	95.00%	01/04/04	100.00%	Nil Return	Nil Return	Nil Return	Starting to record as Nil Return when none were supplied during the month
20	% of availability of MFD's	Performance (M)	N/A	95.00%	01/04/06	95.07%	98.66%	99.12%	99.12%	Performance reported 1 month in arrears.

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▼ Underperformance of SLA

■ Performance of SLA on target



SLA Ref	Measure	Measure type and frequency	Comparative BVPi	RBT						Comments
				Minimum Service Target	Enhanced Service Target	Enhanced Service target and effective date	Actual			
							Jul-06	Aug-06	Sep-06	
21	Customer satisfaction for print jobs	Performance (M)	N/A	95.00%	95.00%	01/04/04	On Hold	On Hold	On Hold	
22	% new desktop equipment installations with no faults-reported during first two months of installation	Performance (M)	N/A	95.00%	95.00%	01/04/04	▲ 100.00%	▲ 97.03%	▲ 100.00%	
23	% of staff receiving formal Microsoft/ Cisco/ Citrix/ Sun certified or other relevant professional training as appropriate	Performance (A)	N/A	15.00%	15.00%	01/04/05	▲ Annual measure	▲ Annual measure	▲ Annual measure	
24	% of PCs operating latest or previous release of desktop software or otherwise by agreement	Threshold (M)	N/A	30.00%	60.00%	01/04/06	▲ 100%	▲ 100.00%	▲ Annual measure	
25	% of desktop faults resolved remotely	Performance (M)	N/A	60.00%	60.00%	01/04/05	▲ 67.61%	▲ 68.99%	▲ 71.80%	
26	Small alterations recommended in the annual review of inter-organisational sites implemented within 3 months of review	Threshold (A)	N/A	90.00%	90.00%	01/04/05	▲ Annual measure	▲ Annual measure	▲ Annual measure	The Council have not yet undertaken an annual review so we are unable to provide any data.

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- Performance of SLA on target

SLA Ref	Measure	Service Measure Type	Comparative BVPI	RBT						Comments			
				Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	Actual						
							Jul-06	Aug-06	Sep-06				
01	Quality of information (actual) given to caller via any channel as a % score against model response (monitored using mystery caller or other appropriate means) - the Council may also introduce third party arrangements to validate the quality of service	Threshold (M)	N/A	90.00%	95.00%	01/04/06		99.38%		98.75%		99.38%	
02	Quality of information (qualitative) given to caller via any channel as a % score against model response (monitored using mystery caller or other appropriate means) - the Council may also introduce third party arrangements to validate the quality of service	Performance (M)	N/A	70.00%	85.00%	01/04/06		100.00%		96.25%		98.13%	
03	Overall caller satisfaction rating identified in continual assessment and based on services which RC has control over according to phasing plan (monitored using mystery caller or other appropriate means - the Council may also introduce third party arrangements to validate the quality of service	Performance (M)	N/A	70.00%	80.00%	01/04/06		95.71%		96.43%		96.07%	
04	% of inbound telephone calls answered by a CSA within an average of 15 seconds over or by the switchboard within an average of 30 seconds an agreed measurement period	Threshold (M)	N/A	40.00%	70.00%	01/04/06		79.47%		65.23%		54.16%	
05	Average % of calls not abandoned over an agreed measurement period	Threshold (M)	N/A	85.00%	90.00%	01/04/06		90.25%		86.79%		79.16%	
06	Proportion of all inbound activity (calls and emails) resolved per service area without transferring the contact to the back office - based on processes and services over which RC control delivery according to Phasing Plan	Performance (M)	N/A	70.00%	80.00%	01/04/06		99.99%		99.99%		99.99%	

Unable to fill vacancies within CC from RMBC staff. CR submitted to seek suspension of financial penalties. Awaiting feedback

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SLA Ref	Measure	Service Measure Type	Comparative BVPI	RBT						Comments		
				Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	Jul-06	Aug-06	Sep-06			
07	Cashiers customers attended to within an average of 10 minutes (once this service is in scope)	Performance (M)	N/A	78.00%	95.00%	01/04/06						RBT have now provided the first set of measurements, but the client is concerned that the measurement processes are not sufficiently robust to give an accurate measure of performance. In addition, RBT and the client both believe that some of these SLAs are not the most appropriate measures of performance for the CSCs, and should be reviewed in the near future along with the other Rotherham Connect SLAs. It is proposed that this review is undertaken as a matter of urgency as soon as the customer services client manager is in post, incorporating the findings of the recent People and Service Review, and that performance against RC07-RC12 is not reported until the reviewed SLAs are in place.
08	% of formal complaints concerning the Rotherham Connect Service which do not relate to waiting times in the one stop shops	(M)	N/A	70.00%	80.00%	01/04/06						as above
09	Overall face to face customer satisfaction rating identified in continual assessment and based on services which RC has control over according to Phasing Plan (monitored using mystery caller or other appropriate means) - the Council may also introduce third party arrangements to validate the quality of services	(M)	N/A	70.00%	85.00%	01/04/06						as above
10	Average % of visits not abandoned over an agreed measurement period	(M)	N/A	85.00%	90.00%	01/04/06						as above
11	Proportion of all customer facing activity resolved per service area without transferring the contact back to the back office - based on services over which RC control delivery according to Phasing Plan	(M)	N/A	60.00%	80.00%	01/04/06						as above

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SLA Ref	Measure	Service Measure Type	Comparative BVPI	RBT						Comments		
				Minimum Service Target	Enhanced Service Target	Enhanced target and effective date	Jul-06	Aug-06	Sep-06			
12	% availability of contact centre and one stop shops compared with agreed opening hours	(M)	N/A	95.00%	99.00%	01/04/06						as above

Appendix 2

RBT Connect Limited

Sickness Absence (BVPI 12)

	Council Average	RBT	HR& Payroll	ICT	Performance & Business Development	Procurement	Revenues & Benefits	Rotherham Connect	Rotherham Connect
Quarter 1	9.24	9.18	3.33	6.83	0.65	19.86	11.48	9.18	9.85
Quarter 2	8.60	8.65	4.41	5.64	3.23	16.40	11.31	10.06	9.25

Corporate Services



Meeting Minutes

Meeting Title	Procurement Panel
Date	Monday 16th October, 2006
Start time	11.00 am
Venue	Council Chamber, Rotherham Town Hall
Chair	Councillor Ken Wyatt

Attendees	Init	Programme Area
Ken Wyatt	KW	Councillor
Gerald Smith	GS	Councillor
Carol Adamson	CA	CEX
Abi Dakin	AD	RBT
Sandra Greatorex	SG	Voluntary Action Rotherham
Peter Hunter	PH	RiDO Investment Team
Gary Ironmonger	GI	2010 Rotherham Limited
Helen Leadley	HL	Corporate Services
Brian Leigh	BL	RBT
Carol Mills	CM	Corporate Services
David Rhodes	DR	Economic and Development Services
Ian Smith	IS	Head of Asset Management
Paul Smith	PS	Design Consultancy Manager
Keith Thompson	KT	Corporate Services
Laura Townson	LT	Children & Young People's Services
Jeff Wharfe	JW	RiDO - Rotherham Partnership

Apologies	Init	Programme Area
Robin Stonebridge	RS	Councillor
Teresa Butler	TB	2010 Rotherham Limited
Mark Ford	MF	Neighbourhood Standards Manager
Matt Gladstone	MG	Head of Performance and Quality
David Lisgo	DL	Social Services (Adult Services)
Richard Poundford	RP	Head of RiDO

Minutes		
Ref	Item or Action	Action Owner
48/06	Minutes of Previous Meeting The minutes of the previous meeting of the Procurement Panel, held on Monday, 11th September, 2006, were agreed as a correct record.	

	<p>With regard to Minute 46/06 (Procurement – Update) it was clarified that Voluntary Action Rotherham would not itself be establishing a consortium. However, VAR would provide advice and assistance to member organisations whenever a consortium does become established.</p>	
49/06	<p>Contract Standing Orders and Financial Regulations – Proposed Amendments</p> <p>The Panel welcomed Richard Waller (Legal Services) who presented a report about the proposed revisions to the Council's Contract Standing Orders, which would bring them up-to-date and reflect changes in the way the Council now procures works, goods and services. The latest draft of the proposed Contract Standing Orders was included with the report. Particular reference was made to:-</p> <ul style="list-style-type: none"> • The link between <i>Standing Orders, Financial Regulations</i> and the <i>Corporate Procurement Strategy</i> is emphasised. • The delegation arrangements are given greater emphasis by treating them as orders in their own right rather than as a separate appendix to Standing orders. • To streamline administration, there is a relaxation on the contracts required to be under seal. • More emphasis is placed on the adoption of the <i>Standing Guide to the Procurement of Local Authority, Goods, Works and Services</i> in conjunction with <i>Standing Orders</i>. • RBT and the services tasked with particular procurements are identified. • The circumstances in which a contract need not be tendered are clarified. • The threshold below which a contract may be let without first seeking quotations is increased to £5000. • There will be provisions in relation to electronic procurement. <p>Procurement Panel members agreed to send any comments to Richard Waller, prior to the document being agreed insofar as this Panel is concerned (ie: signed off by e-mail). A number of initial comments were made, for example: the</p>	ALL

	<p>need for an environmental statement to be included in paragraph 41.2.1. A discussion would take place separately about the application of the Contract Standing Orders in respect of work commissioned from 2010 Rotherham Limited.</p> <p>The proposed Contract Standing Orders would be reported to the Cabinet before being formally approved and adopted by the full Council.</p>	
50/06	<p>Catering Procurement</p> <p>The Panel welcomed Helen Chambers, Senior Category Manager (Business Services) and Ron Parry (Principal Catering Officer) who presented a report about catering procurement. Reference was made to the following issues:-</p> <ul style="list-style-type: none"> - sourcing products locally and minimising 'food miles', ie: the length of journey from the supplier to Rotherham; - continuity of supply (eg: seasonal products such as fruit and vegetables); - sourcing from local farms could result in farmers dictating prices; - minimising the use of products containing GM materials; - the National Dairy Farmers Assured Food Standard Scheme (red tractor logo); - the relevant food legislation; EU directives and UK procurement legislation; - social enterprises and fair trade; - supplying food for individuals' specific diets (eg: religious or medical requirements) – liaison with schools, parents and community dieticians; - current participation in the 'Healthy Schools' Beacon Award scheme; - use of only 'branded' confectionery (eg: Cadbury, Mars). <p>The Panel also noted comments from Councillor Robin Stonebridge (sent by e-mail):-</p> <p>"Clearly, there is a need for more discussion but perhaps we need to be thinking about how we can lock in to producing food for local consumption using local provenance source materials. There is also a branding issue as far as Yorkshire grown foods are concerned - it's just not seen".</p> <p>The Panel agreed to debate this subject again at a future meeting.</p>	<p>HC HL</p>
51/06	<p>The Ethical Procurement Policy</p>	

	<p>Brian Leigh gave a presentation about the ethical procurement policy. The document would need to be continually updated and revised.</p> <p>All members were asked to notify Brian with details of their Service protocol on escalation points, ie: the procedure for making 'reference up' of issues through the Service Area's line management.</p>	ALL
52/06	<p>Ethical Procurement - Freedom of Information Act 2000</p> <p>Brian Leigh presented a report about the ethical procurement policy and its guiding principles that those involved in procurement must recognise the confidential nature of all information relating to every stage of the procurement cycle from pre-tender activities to final completion of contracts and that confidentiality is particularly necessary in the areas of Prices; Drawings, Documents, Information etc.; and Research and Development, Design Services, Consultancy, Hired Staff, Information Systems and Software Contracts.</p>	
53/06	<p>European Union Legal Developments – Low Value Contracts</p> <p>Brian Leigh presented a report stating that the EU Commission had published new guidelines on the awarding of small contracts falling below the thresholds ie: those below roughly £150,000 for services and supplies contracts and £3,500 000 for works.</p> <p>The European Union underlined the importance of transparency and open procedures, yet were against unnecessary legislation. Some MEPs questioned the necessity of Europe-wide transparency where tenders were 'not relevant to the internal market'. The preferred option was a non-regulatory, or at least a light touch, approach.</p> <p>The Commission had clarified that adherence to the basic principles of the EC Treaty was not necessary where contracts do not have potential for cross-border interest. In practice, this would mean, for example, that where a 'very modest economic interest' was at stake, authorities were not under an obligation of EU-wide publication.</p> <p>The guidance document stated that it was the responsibility of the individual contracting entities to decide on a case-by-case basis whether a contract was of potential interest to economic operators in other member states. At the same time, the Commission confirmed that it would monitor such</p>	

	<p>assessments and, depending on their impact on the internal market, would pursue violations by way of infringement proceedings under the EC Treaty.</p> <p>The Panel considered that these new developments might be advantageous to local small and medium enterprises, which needed to have the opportunity of bidding for local work and contracts.</p> <p>(nb: Brian Leigh's reports would be issued to Panel members by e-mail)</p>	BL
54/06	<p>Sustainable Procurement</p> <p>David Rhodes submitted a draft of the Environmental Performance Questionnaire which would be issued to Companies bidding for work and contracts with the Council. In addition, guidance notes were provided on evaluating responses.</p> <p>Specific training would be provided for Service Areas and individuals prior to using the questionnaire for contract specifications. Advice would also be made available for prospective tenderers.</p> <p>The Panel agreed the following action:-</p> <ul style="list-style-type: none"> - the Environmental Performance documents would be made available alongside the Equalities and Diversity guidance; - VAR would provide advice to community and voluntary organisations; - the impact of the documents on key performance indicators would have to be assessed. <p>Panel members were asked to send their comments directly to David Rhodes about the contents of the questionnaire and guidelines.</p>	<p>CA DR</p> <p>HL DR</p> <p>ALL</p>
55/06	<p>Update on Action Plan</p> <p>(1) for achieving the vision for leadership, management and capacity</p> <p>All of the actions were now due for completion, although APR 1.12 would have to be re-started because of staff changes.</p>	

	<p>(4) for achieving the vision for stimulating markets and achieving community benefits</p> <p>APR4.03 (eliminate barriers) – it was anticipated that a one-day seminar for BME organisations may be arranged.</p>	
56/06	<p>Agenda Items for the Next Meeting</p> <p>It was agreed that the agenda for the next meeting shall include these items:-</p> <p>Goods Received Notes – progress Private Finance Initiative report Voluntary Action Rotherham</p>	KT
Next Meeting		
Date	Monday 20 th November 2006	
Time	11.00 a.m.	
Venue	Town Hall, Rotherham	

Dates of Future Meetings

The dates for future meetings of the Procurement Panel were agreed as follows:-

Monday, 11th December, 2006 starting at 10.00 a.m.

Monday, 15th January, 2007 starting at 10.00 a.m.

All actions to be completed prior to the next meeting unless otherwise stated.